MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018/2019

BOB2024 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

15 MARCH 2019
3:00 p.m. – 5:00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 2 pages with 5 questions only.

2. Attempt **ALL FIVE (5)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

a) Organisational behaviour is a behavioural social science that merges concepts from a number of different social sciences to apply specifically to the organisational setting at both the individual and group levels. Give and explain **FOUR (4)** most significant social sciences that contribute to organisational behaviour.

(8 marks)

b) Intellectual ability refers to the skills required to think critically, see connections between disciplines and problem solve in new or changing situations. Explain and provide an example of any **THREE (3)** dimensions of intellectual ability.

(6 marks)

c) Explain **THREE (3)** specific outcomes of job satisfaction?

(6 marks)

(Total: 20 marks)

QUESTION 2

a) Emotion regulation involves identifying and modifying the emotions individuals feel. Suggest and explain **FOUR (4)** emotional regulation techniques that individuals can employ to change their emotions.

(8 marks)

b) Discuss **THREE (3)** common shortcuts in judging others. Provide an example for each shortcut.

(6 marks)

c) What are the **THREE (3)** key elements of motivation?

(6 marks)

(Total: 20 marks)

QUESTION 3

a) Telecommuting is one of the alternative work arrangements. Explain how it boosts employee motivation. Give **FOUR (4)** advantages and **FOUR (4)** disadvantages of applying telecommuting in a workplace.

(10 marks)

b) Identify **THREE (3)** strengths and **THREE (3)** weaknesses of group decision making?

(6 marks)

Continued...

c) Differentiate between problem-solving teams and self-managed teams.

(4 marks)

(Total: 20 marks)

QUESTION 4

a) Cross-cultural barriers increase the potential for communication problems. Discuss **FOUR (4)** common cross-cultural barriers.

(8 marks)

b) Compare transformational and charismatic leadership.

(4 marks)

c) What is the difference between leadership and power?

(8 marks)

(Total: 20 marks)

QUESTION 5

a) Explain what conflict is and classify conflicts into **THREE (3)** categories.

(8 marks)

b) Differentiate centralisation and decentralisation in term of decision making.

(8 marks)

c) Workplace spirituality is not about organised religious practices. It is not about God or theology. Workplace spirituality recognises that people have an inner life that nourishes and is nourished by meaningful work that takes place in the context of community. Give **TWO (2)** reasons why business organisations are getting more interested in spirituality.

(4 marks)

(Total: 20 marks)

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